



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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# Job Board Posting



Careers.Indigenous.Link

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## PROGRAM MANAGER

<b>Job ID</b>	<b>29568-2343</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=29568-2343">https://careers.indigenous.link/viewjob?jobname=29568-2343</a>	
<b>Company</b>	McMaster University	
<b>Location</b>	Hamilton, ON	
<b>Date Posted</b>	From: 2019-11-12	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

Unit/Project Description: In this role, you will join a team that has set ambitious goals for the Centre for Continuing Education at McMaster University. McMaster's highly-regarded Centre for Continuing Education provides high-calibre, for-credit and professional education for individuals and corporate clients, offering over 300 courses and professional development workshops and serving over 4000 students per year. You will support an exciting agenda and strategic growth focus for the University on diverse topics in data analytics, health informatics, open source intelligence and other emerging technologies. You will also develop both credit and non-credit courses and programs to meet community needs and grow market share in the same portfolio of programs. Working with the Assistant Director, the Program Manager will coordinate the development, management, implementation, promotion, and evaluation of a portfolio of programs including both for-credit and non-credit programs. This includes: developing new programs based on market research and analysis, establishing and cultivating contacts, marketing programs, and evaluating all aspects of programs including instructional quality, curriculum relevance, delivery mechanisms and fiscal viability. The Program Manager will demonstrate exceptional ability to manage multiple responsibilities and projects, as well as impeccable attention to detail as they lead a team of contractors through the program development process. Working with the Assistant Director, the Program Manager will also support key Corporate Training projects as needed. This would include assisting with needs analysis, identifying training solutions, and leading a team of contractors through a custom training development project. The Program Manager will demonstrate superior client service and communication skills as the key point of contact for the project.

Job Summary: Responsible for managing a large, complex portfolio of emerging technology programs within a unit or a department. Facilitates ongoing program market research, program development, marketing and evaluation. Responsible for the overall quality of program services and responds to evaluation data to make ongoing program improvements. Manages the program budget and forecasts enrolments and resource needs. Collaborates with internal University and external community partners, manages diverse relationships to explore business growth opportunities, and advances the unit's strategic plan while supporting the University's vision.

Purpose and Key Functions:

- Conduct primary and secondary research on new program concepts to determine potential fit, market share, and viability.
- Develop and critically evaluate concepts, designs, and formats for new programs.
- In consultation with the Assistant Director or Director, propose innovative program models.
- In consultation with the Assistant Director or Director, develop detailed program financial forecasts, business cases and proposals for new programs.
- In consultation with Assistant Director, recommends changes to fees for existing courses.
- Present proposals to the New Program Committee, make recommendations, and seek feedback and direction.
- Prepare academic program submissions for review by Diploma and Certificate Committee, Undergraduate Council, and Senate.
- Develop new program ideas, build relationships with professional associations and employers, and develop new business and community engagement possibilities.
- Hire casual subject matter experts and/or consultants engaged in the development of program.
- Support reviews of existing programs and implements recommendations.
- Work with the marketing team to develop and evaluate marketing plan activities including advertising, relationships with professional associations and employers, prospect development, retention plans, and cross selling with other programs.
- Assist in the development of program content for department website and publications.
- Hire, supervise, coach, and evaluate casual course instructors.
- Complete financial forecast and budgets for existing programs and courses; projects enrolments.
- Develop annual schedule and assigns instructors for all courses within program portfolio; makes modifications as required.
- Review course evaluations and provide feedback to instructors; considers whether revisions are necessary and submits recommendations to Assistant Director.
- Build a network of relationships and collaborate with internal and external groups to raise the profile of the unit and the University.
- Develop and deliver presentations within local, provincial and national contexts.
- Implement program marketing plan and liaise with marketing staff to ensure all new central marketing activities are completed.
- Participate in relevant department and university committees as well as one other educational (adult, continuing, online) or community-focused committee at the regional, provincial, or national level.
- Remain current with emerging trends and association requirements and ensure that curriculum is representative of student and market needs.
- Close programs that are no longer financially viable and create transition plans that manage any impact on students and instructors.
- Work with the Assistant Director, instructors, and consultants, to contribute to proposals that address training requests from corporate and other clients.

Supervision:

- Ongoing responsibility for hiring and supervising 10 or more casual employees at any one time.

Assets: Relevant work experience includes e-learning, curriculum development, adult education, as well as training and development. Additional assets include experience in project management and financial and budget planning. This role will manage and grow a portfolio of programs in the emerging technology areas; background in this industry is a major asset including data analytics, virtual reality, artificial intelligence, network and information security (cybersecurity), cloud computing/AWS, machine learning, mobile development, etc.

Additional Information: Success in this position requires exceptional analytical skills, judgement, critical thinking and effective decision making. The successful candidate must have a demonstrated track record of exemplary attention to detail. Adept at planning, prioritizing, and effectively managing complex projects, you consistently deliver high quality projects within established deadlines. Superior written and spoken communication skills are required to develop relationships with key industry stakeholders through all phases of new program development. Supervisory experience should encompass recruitment and performance management duties. Comfortable with working independently, you thrive on the opportunity to see a project from concept through to execution. You are passionate about education, and are a strong performer who excels at delivering results. For the candidate of choice, this is a singular opportunity to support workforce and professional development, both locally and nationally, and solidify McMaster as the top choice for employers and individuals seeking to

improve their skills and performance.

For more information, visit [McMaster University for PROGRAM MANAGER](#)